



The Examiner

Naval Hospital, Twentynine Palms

"Serving with Pride and Professionalism"

Volume 4, No. 3

March 1996

Spotlight On...

Hospital awarded SECNAV Letter of Commendation

Naval Hospital Twentynine Palms recently received recognition from the Secretary of the Navy for a very busy and successful period in its recent history.

In a special ceremony conducted by the Commanding General of Marine Corps Air Ground Combat Center, Twentynine Palms, MGEN L.M. Palm, the hospital was presented with a Letter of Commendation from the honorable John H. Dalton, Secretary of the Navy which reads: "For meritorious service from 1 January 1993 to 31 December 1994. During this period, the personnel of Naval Hospital, Twentynine Palms, California provided accessible, high quality, continuous healthcare to its beneficiary population, while meeting multiple management challenges in rapid succession. These significant challenges included moving inpatient and outpatient healthcare delivery operations from an antiquated facility to a new

hospital; preparing for and passing a Navy Inspector General survey; achieving the first time ever Joint Commission on the Accreditation of Hospitals (JCAHO) Report with a score of 96/100; preparing for and passing a Navy Occupational Safety and Health inspection with a score of 90 percent; seeking out and attaining College of American Pathology accreditation for the Hospital's laboratory; obtaining American College of Radiology Mammography certification; and implementing a pervasive Total Quality Leadership Program. The superior record

of Naval Hospital, Twentynine Palms, California attests to their tremendous team spirit in supporting the Navy's mission. By their unrelenting determination, perseverance, and steadfast devotion to duty, the officers, enlisted personnel, and civilian employees of Naval Hospital, Twentynine Palms, California reflected credit upon themselves and upheld the highest traditions of the United States Naval Service."

In his comments during the presentation at the ceremony, MGEN Palm stated the hospital is a bright spot at the Combat Center.

***It's not just a job...
but an adventure!***

By Dan Barber, Public Affairs Officer
Naval Hospital Twentynine Palms

When Norman K. Moser graduated from Del Campo High School in Fair Oaks, California and entered the Navy in May of 1976, he did so with the expectation of experiencing great adventures as advertised by Navy Recruiting in their slogan "... it's just not a job, but an adventure."

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Department Heads of the Directorate for Administration stand ready to serve the Administrative needs of Naval Hospital Twentynine Palms.

The Directorate For Administration

*Quietly working behind the scenes to provide
critical support services for the health care team*

Did you ever find yourself asking, "What does the "Admin" staff do anyway? The answer is, "More than you may be aware of!" Although administrative personnel are not always

as visible as the hospital's direct patient care staff, healthcare administrators, educators, and civil engineers in the Directorate for Administration can be

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More fitrep talk

See page 2

Success Stories

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Sugarless Babies Class

See page 8

Hart of the Matter...

WHAT! More Talk About Fit Reps!

Yes, more talk about fit reps. This new fit rep evaluation process is really different and I think it is important that we maintain an open dialogue about this new rating process.

Even though this column is about military, the thinking, the philosophy, will soon be part of all evals, military and civilian.

The most significant change from the old eval system to the new is restriction of promotion recommendation categories. Under the old system we could recommend everyone for early promotion because everyone was the best officer that ever walked on water. Now there are five promotion categories, each with restricted number of entries allowed:

early promote, one must promote, and the other three grouped or distributed among the other categories. This is reality. And makes for some very difficult choices. How to make these choices is what I want to talk about.

What will separate number 1 great officer from number 2 great officer? This is clearly the most difficult question—how to be fair to all, yet break out the top performer. What follows is my opinion. The Board of Directors is early in this new fit rep process and we are still wrestling with just what our collective criteria will be. I share with you here, my contribution to that discussion. What are those performance factors that merit the awarding of a 5.0 (the highest pos-

Significant Problems	Progressing	Promotable	Must Promote	Early Promote
<remaining 50 %>			03-04 25 %	03-04 25 %
<remaining 60 %>			05-06 20 %	05-06 20 %

Let's say you have five great supply officers. All great. Well, only one can be rated

sible fit rep mark)? Let's take the category of professional expertise to illustrate the type

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DAN BARBER

The **EXAMINER** welcomes your comments and suggestions concerning the newsletter. All comments should be forwarded to the Public Affairs Office by the 15th of each month. The Public Affairs Office telephone number is (619) 830-2362.

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of reasoning that could be applied to all the rating categories.

The Professional Expertise category is displayed as follows:

Performance Traits: 1.0 - Below standards/not progressing or UNSAT in any one standard; 2.0 - Does not yet meet all 3.0 standards; 3.0 - Meets all 3.0 standards; 4.0 - Exceeds most 3.0 standards; 5.0 - Meets overall criteria and most of the specific standards for 5.0. Standards are not all inclusive.					
PERFORMANCE TRAITS	1.0 Below standards	2.0 Pro- gressing	3.0 Meets Standards Standards	4.0 Above Standard	5.0 Greatly Exceeds
33. PROFESSIONAL EXPERTISE: Professional knowledge, proficiency, and qualifications	- Lacks basic professional knowledge to perform effectively. - Cannot apply basic skills. - Fails to develop professionally or achieve timely qualifications.		- Has thorough professional knowledge. - Competently performs both routine and new tasks. - Steadily improves skills, achieves timely qualifications		- Recognized expert, sought after to solve difficult problems. - Exceptionally skilled, develops and executes innovative ideas. - Achieves early/highly advanced qualifications
NOB <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using the 5.0 block, what are some examples of the adjectives used in this block?

"Recognized expert, sought after to solve difficult problems." This is the "GO TO" person. From among a group of peers, this is the person sought out when you're in a jam, or "you want to be sure." Degrees, certificates, professional association memberships are not enough. This is the person who through demonstrated expertise has established unquestioned credibility within the peer group. Teacher, program designer,

authority. Chosen to head up a problem solving working group. Chairperson of a professional area QMB or PAT.

"Exceptionally skilled, develops and executes innovative ideas." Improves the process! Analyses, recognizes a way to improve, plans the corrective action, implements, and measures the improvement. This can and probably should be as part of a team effort, but the germ of the idea, the driver of the train, the motivator of the team deserves recognition as the idea developer and inno-

vator.

"Achieves early/advanced qualification." Absolutely. In today's world, if you haven't got something hanging on the wall, your career potential is limited. Degrees, advanced degrees, certifications, specialization, sub-specialization, etc. These are indicators of motivation, capability, potential, and desire. Just stacking up paper however, is not enough. This potential energy has to be converted to kinetic energy. This poten-

Continued on next page.

Chaplain's Corner...

In Perfect Health

By Samuel Ortega, Chaplain
Naval Hospital Twentynine Palms

In the beginning God created a healthy man and woman, Adam and Eve. Their bodies were perfectly made by the Creator of the endless universe. They were never to get sick and die. Our first parents were created in His righteous and immaculate image. The quality of life couldn't get any better. This was God's original plan for humanity throughout the timeless ages.

As we all know, we don't live under these conditions anymore. Because sin has entered into the world, our lives and bodies will experience illness and eventually death. God's plan has been terribly interrupted. This doesn't mean He desires for us to be unhealthy throughout our lives while here on earth. He says, "I wish above all things, that you prosper and be in health even as your soul prospers." (3 John 1:2)

It is our responsibility to study what is healthy for our bodies. Some of us eat junk food and don't exercise. We are sometimes more concerned about how we care for our automobile than our body. The Lord says, "What? know ye not that your body is the temple of the Holy Ghost which is in you, which ye have of God, and ye are not your own?" (1 Corinthians. 6:19) The apostle Paul is reminding the people in Corinth that

their bodies belong to the Creator. Therefore, in order to be good stewards of our bodies we must protect and care for them.

I believe that the best way to get on the road of health is to examine our family lifestyle. As children we copied our parents' eating habits, exercise routine, if any, religious practices, work ethic, and other traditions. This becomes our comfort zone. Just because we have been taught to live a certain way doesn't mean we are doomed to live that lifestyle, especially if it's detrimental for our health. The apostle Paul said, "I can do all things through Christ which strengtheneth me." (Philippians 4:13) It takes faith in God's strength to believe that we can change the things that seem impossible. Sometimes, depending on drugs to change our attitude and habits isn't favorable. There are some people who need this assistance, but then there are others who don't.

When you have a dream or vision of what condition you would like to be in, it will take you a long way. The Lord says, "Where there is no vision, the people perish: but he that keepeth the law, happy is he." (Proverbs 29:18) Several years ago God envisioned the cross of grace when Adam and Eve sinned. As we know, the cross stood high on Calvary. His dream came true. We have the right to dream, too.

Some years ago, I hurt my knee playing

football with some friends. The Navy, Marine, Air Force, and Army recruiters told me I couldn't join in my present physical condition. I went to college with the dream of someday joining one of the Armed Forces. I had my knee examined several times and exercised a lot. After twelve years of dreaming, I called the recruiters and I was accepted. Without this dream, I wouldn't be here today.

Daily we should thank God for the wonderful world and life He has given us. Thank Him for the ocean's powerful waves, the mountain's high peaks, the desert's unique rock formations and flowers, and the opportunity to live a healthy life. My prayer is that we will enjoy God's creation in excellent health.

Another Re-Up!



MS3 Leigh Krous recently took the reenlistment oath to stay Navy a few more years.

Fit Reps

Continued from previous page.

tial needs to become an applied contribution to the command or profession. Publishing a paper. Speaking at an educational meeting. i.e. Use this gained expertise to teach and train others and to improve overall organizational performance.

We are blessed here at NavHosp 29 Palms, with multiple fine officer, enlisted and civilian staff members. The new evaluation criteria requires finite differentiation of the truly outstanding. Using the rationale of **contribution to the organization** is one way of differentiating the outstanding performer. Over the course of the next year we will continue to refine our evaluation criteria. For now, the above rationale is probably a good starting point.

A VIP visit to Naval Hospital...



Mrs. Omar Bradley, the widow of General Bradley, an American hero and first Chairman of the Joint Chiefs of Staff, pose with staff of the hospital's Radiology Department during a recent visit to Naval Hospital Twentynine Palms.

Top performer...



Mr. Bob Knight, proudly shows off his plaque he received for being named Civilian of the Quarter for Naval Hospital Twentynine Palms. Bob works in the hospital's Health Benefits Advisors Office.

Things to do Around Town In March...

3 March -- Art Show Reception, 29 Palms Art Gallery. 1-4 p.m. Artists Elsie Grace, Katherine McKay, Fred Rector (To March 24) 74055 Cottonwood Dr., 29 Palms. 367-7819.

10 March -- Art Show Reception, Monument Galleries, Joshua Tree. 1 - 4 p.m. Susan Madsen art (on display through March). Open Monday through Saturday 10 a.m. to 5 p.m. Monument Galleries at BbarG Framing, 61864 Division, Joshua Tree. 366-3799.

16 March -- Casino Nite at Smith's Ranch. Sponsored by 29 Palms Merchants Committee. Dinner 6-8 p.m. Casino 6 p.m. - midnight(?) Come and enjoy this annual community affair. Smith's Ranch, Adobe Rd. 29 Palms. 367-1445.

17 March -- Goin' for the Green bus trip to Laughlin. Soroptimist Intl. 29 Palms.

30 March -- Broken Heart Run & Motorcycle Swap meet, for Unity Home. Sponsorships available and volunteers wanted. For more info call Kathy at 228-0817 or Unity Home at 366-9663.

Command Career Counselor's Corner

*By HMCS(FMF) Fernandez,
Command Career Counselor
Naval Hospital Twentynine Palms*

We'd like to congratulate the following outstanding Sailors who made the list of our success stories:

HM3 Legonne T. Selles from Laboratory Department who was selected to attend the Broadened Opportunity Officer Selection Training (BOOST) at NETC, Newport, Rhode Island. He is scheduled to detach in June.

HN Earl E. Eskridge from the Orthopedic Department. The first corpsman to be awarded awarded NEC-8489 (Orthopedic Technician) at this command, based on an OJT program developed and implemented by Captain Kenneth R. Koskella, MC, USN, Orthopedic Surgeon and Director, Surgical Services. His NEC was approved by PERS-221, Enlisted Community Manager for Medical and Dental Ratings, on 8 Feb 1996.

HN Edith Heredia from Maternal Infant Nursing Department who was selected to attend the Surgical Technologist School at HCS, San Diego. She is scheduled to detach in March.

HM3 Stephan M. Peralta from Physical Therapy Department who was selected to attend Physical Therapy Technician School at the Academy of Health Sciences, San Antonio, Texas. He is scheduled to detach in March.

HN Scott M. Kennedy from Operating Management Department who was selected to attend Preventive Medicine Technician

School at HCS, San Diego. He is scheduled to detach in May.

HN Brandi J. Nunn from Acute Care Department who was selected to attend the Aerospace Medicine Technician School at NAMI, Pensacola. She is scheduled to detach in May.

HM3 Jeffrey S. Russell from Radiology Department who was selected to attend Radiology Technician School at HCS, San Diego. He is scheduled to detach in July.

HN Adam S. Cerullo from Physical Therapy Department who was selected to attend Physical Therapy Technician at the Academy of Health Sciences, San Antonio, Texas. He is scheduled to detach in July.

HM3 Suzanne M. Pickman from Perioperative Nursing Department who was selected to attend Medical Deep Sea Dive Technician at Naval Dive Salvage Training Center, Panama City, Florida. She is scheduled to detach in July.

Here are the people who take advantage of the many educational and training opportunities available in the Navy. And very few companies could match the Navy's benefit - earn money, get training in a chosen technical field, and opportunity for professional growth. After completion of school, you may be eligible for a maximum of \$20,000.00 to \$30,000.00 selective reenlistment bonus depending on the NEC. Five of seven "C" schools are currently eligible for SRB. Apply for "C" school today. See your directorate/department career counselor for more information.

Full speed ahead. Stay NAVY.

Patient Appreciation Day scheduled

In honor of our patients, Naval Hospital Twentynine Palms and the Officers' Wives Club will be conducting a Patient Appreciation Day on March 20.

Why conduct such an event? According to Ensign Matt Batschi, the hospital's Patient Contact Representative, "We have Doctor's, Nurses', Mother's, Father's and Secretaries' Day... I think it's time to have a Patient's Appreciation Day, so we can strengthen our rapport with our patients who come to the hospital here for their care," he said. "Also it will give us a chance to show our appreciation for their involvement with the hospital's patient care delivery goals," he added.

This event, which has been planned to occur between the hours of 10 a.m. and 1 p.m. on the first day of spring, will feature gifts to patients, such as packets of flower seeds, flowers and plants. Also the Marine Corps Air Ground Combat Center Show Band will be providing the entertainment. There will also be a possible raffle and/or door prizes.

And of course, since this is a hospital, health promotions activities and information will be provided.

Letters...

Enjoyed the visit

Dear Captain Chitwood,

I have never enjoyed a physical more.

From the moment we arrived at your magnificent facility on January 24th, the cordial welcome of your staff enveloped us like the cozy warmth of an electric blanket. I know the high regard and affection for my husband's memory prompted that reception, which made it all the more meaningful for me.

General Bradley has said that a leader's troops reflect the character of the leader. You must be quite a fella, sir.

I hope you will convey my appreciation to all those who made my visit with you memorable.

En route home a refrain popped into my head keeping time with the roll of the tires:

How may I thank you?... Let me count the ways.

I thank you for the love and care, and for remembering and honoring my husband.

I thank you for being there to serve the men and women who risk life and limb in defense of our Freedom.

I thank you for the rich thread you weave into the tapestry of our nation.

I think, Captain Chitwood, I'll call it: "Ode to Your Staff."

Sincerely,

Mrs. Omar N. Bradley

Gratitude extended

Dear Captain Chitwood,

I was recently a patient in the Naval Hospital Twentynine Palms and I would like to extend my gratitude and appreciation to all the wonderful people who took care of me.

To Dr. Koskella -- for his expertise and thoughtfulness.

To the Anesthetist -- for caring to keep me informed on everything.

To the Nursing staff and Corpsmen for their combined efforts and skills.

To you all, thank you, thank you, thank you.

Sincerely,

Evelyn DeNicola

Impact on my life

Dear Captain Chitwood,

I cannot begin to explain to you the impact Twentynine Palms Naval Hospital and its staff have had on my life.

The birth of my first son at a civilian hospital was a horrifying experience. Beginning January 1995, my husband and I began trying for another child. I simply forbid myself to think about labor. After all, making the baby was the fun part! In March of 1995 we were excited to find out I was pregnant.

Unfortunately, my nightmares of labor began. I couldn't sleep at night. When I succeeded I woke in the night crying and in a cold sweat. I found myself dwelling on labor constantly again. I was an inch away from seeking counseling for my fears and nightmares. I probably would have if I thought anyone could help. But unless someone could predict my future and ensure me that this birth would be better, it was senseless.

I began seeing Captain Ragan for my prenatal care. He listened to my fears with kindness and assurance. I found him to be a bright and cheerful individual with a warm smile and ready sense of humor. I finally convinced myself there was nothing I could do and dwelling on it again was senseless. Slowly, with time, the nightmares lessened. I placed all of my confidence in Captain Ragan. After all, his technical skills and compassion were the only hope I had.

Well, I'm writing to you today with a smile. My labor and delivery was excellent with no problems. If I had to do it over again I would not change a thing. Except maybe for the pain factor!

Captain Ragan was not on duty the evening I was admitted to the hospital. Regardless, he came in on his own valuable time and stayed with my husband and I throughout my entire labor. Not because he had to... but because he's an exceptionally dedicated doctor. Along with my husband, he helped coach me and gave me confidence. He did what was possible to help my labor progress quickly. He monitored the baby and I closely while keeping us informed. He successfully manipulated the vaginal tissue during crowning of the baby's head, thus preventing vaginal tearing or the need for an episiotomy. The list of accomplishments continues. In the end, I had another beautiful healthy baby boy and I was still smiling. It was not a nightmare after all. Most memorable for my husband was how much he was able to participate in the birth. I will never forget the twinkle in his eye when he helped to deliver his second son.

I am amazed at how kind and compassionate the entire staff was. The professional demeanor and skills of Captain Ragan are

superior. Unfailing is his enthusiasm and dedication to his profession. Most importantly he was a friend to us. He not only brought me through labor and delivery with a smile, but he took away a nightmare which had haunted me since the birth of my first son. My family and I will always remember him with warmth and appreciation.

I would also like to thank LTJG Mann for providing me with outstanding professional care in a kind and compassionate manner. Ensign Knapp, for the warm smiles and gentle touches he gave to my baby at birth. Also allowing me to love and bond with my baby while he provided the necessary monitoring. Dr. Cowan was technically outstanding in providing safe and effective pain control quickly and gently. I also found his concern to check on me the following day to be very thoughtful. Ms. Brakhage, for her support and friendly cheering during delivery. Lastly, I give my thanks to the individuals who did an excellent job taking care of me in the ward, and the nursery staff for providing my son gentle quality care. I'll always remember HA Aguiler who handled my son with a gentle touch and soft voice. I truly enjoyed his lullabies. If he's not already a daddy, someday he'll make a great one.

In short, due to Captain Ragan and the staff of Naval Hospital Twentynine Palms, my husband and I now know what a wonderful experience birth can be. Painful, but wonderful.

I would have liked to have expressed my gratitude in person but, I would only begin to cry again. Only this time they are tears of joy and thankfulness.

*With Deepest Gratitude,
Mrs. Tracy Clevenger*

'I'm sorry this happened to you'

Dear Captain Chitwood,

I know that you probably hear only what we, as patients, perceive to be wrong with the Naval Hospital, so I wanted to take a minute and tell you what is right. I have been a patient of Naval Hospitals since birth as a daughter of a Marine Officer and now a spouse. I feel that I have seen it all and experienced both poor and excellent care at various facilities throughout the world. I recently had a very positive experience at your hospital and was very impressed with one of your personnel.

Continued on page 9.

An Adventure

Continued from page 1.

An adventure is just what Moser experienced over the next few years surviving and thriving as an apprentice boatswains mate on the perilous pitching deck of a small Navy destroyer; advancing from the explosive cargo holds of an ammunition supply replenishment ship as a quartermaster second class; and successfully completing extensive Basic Underwater Demolition/SEAL training and subsequently living through assignments as a Navy SEAL; to his current job as a Physicians Assistant (PA) at Naval Hospital Twentynine Palms.

One might ask, "How does a quartermaster second class become a PA and obtain a commission as an Ensign?" During his tour of duty with SEAL TEAM THREE, then QM2 Moser was injured. "I decided to learn something about medicine so I would know what the doctors, nurses and corpsmen were doing to me, so I requested to change my rate to Hospital Corpsman and attend school at the Naval School of Health Sciences (NSHS) at San Diego," he said. Moser entered NSHS close to his 10th anniversary of naval service and became an HM2 upon graduation in June of 1988. And, of course, not knowing the meaning of the phrase "it's too hard," continued his naval service in "the teams" where it eventually lead him to further advancement and training at George Washington University where he earned his BSPA in 1994.

After graduation from George Washington University and Officers Candidate School, Ensign Moser was assigned to Naval Hospital Twentynine Palms in 1995 and

Junior Pharmacy Officer of the Year...



LT Philip Blaine receives congratulations from Captain C.S. Chitwood, Commanding Officer Naval Hospital Twentynine Palms, for being selected as the Junior Pharmacy Officer of the Year for Navy Medicine.



Ensign Norman Moser maintains a busy schedule seeing patients both at Military Sick Call and in the Family Practice Clinic. Here he is preparing to input information into his computer in his Family Practice Clinic office.

went to work further learning and excelling at his new job in Staff Sick Call, Military Sick Call, Occupational Health and Family Practice Clinic. Captain J.N. Ragan, Director of Medical Services, and Ensign Moser's boss said, "Since ENS Moser has been assigned to the hospital, he has been involved in the full spectrum of a busy primary care medical practice, takes care of spouses, children, and retirees, as well as active duty Marines and Sailors. ENS Moser has approached his diverse duties with exceptional enthusiasm, and has received a number of letters of appreciation from patients impressed with his thorough evaluations and professional demeanor. His varied experience, abilities and can-do attitude make him a most important member of our health care team."

To look at ENS Moser today at work, taking care of patients at Military Sick Call, you would never guess by this guy's demeanor that at one time he could run forever, swim miles across a freezing open ocean and then comfortably take a nap in a mud puddle, while

the world was exploding around him, with only the mud as his blanket. Hollywood producers would never cast ENS Moser as a big muscled commando in one of their action films. Ensign Moser pointed out that he may not be able to run for miles anymore, but he can still take a nap in a mud puddle.

"The Secret Warriors" was the title of a Newsweek article published just after the Persian Gulf War on the exploits of special forces in the war, which ENS Moser had an important role. The title of that article aptly fits ENS Moser. Today's Navy SEALs are not normally the big muscled Rambo types who swagger around bragging about their exploits... the real SEALs call these guys wannabes. Real Navy SEALs are clannish and insular because of the nature of their work and training, and they are more apt to be intellectuals with hidden physical, as well as spiritual, strength. Because of their work they don't want attention to be called upon them. In advising young people today, ENS Moser says, "To be successful in whatever one chooses in his or her life, spiritual strength is very important to that success. With spiritual strength, anyone can overcome horrendous barriers put in their path and obtain what may seem to be impossible goals."

Ensign Moser attributes obtaining his spiritual strength from his mother, Wanda, and step-father, Gustave Henning, while growing up in Citrus Heights, California.

What are his plans for the future? Ensign Moser is helping his wife Janet through medical school and is working on advancing his own education in medicine... with ENS Moser's past history, who can tell where he will be next year. Right now he is serving the Marines at the Marine Corps Air Ground Combat Center Military Sick Call.

Hard Chargers...



Mr. Jackie Bowie, Supervisor of House-keeping Services receives a 30 Year Length of Service Award.



HM3 Karoline Niemeyer receives a CG Certificate of Commendation.

Christian Women's Fellowship Bible Study

The Christian Women's Fellowship would like to invite those interested to attend their weekly Bible study and fellowship held on Wednesdays from 9 to 11 a.m. in the West Wing of the Protestant Chapel and on Monday evenings from 7 to 9 p.m. in the Religious Ministries Center.

Childcare is provided on Wednesday mornings.

For more information, please call Beth Wendel at 368-4605.

Examiner Want Ads

Snowboard, bindings and boots (size 12) \$200. Contact Capt. Hart at x2351. (No, I'm not giving up snowboarding).3

Must Sell: Cancun "Time-Share", extremely cheap! Yearly maintenance fee only \$314. No other payments! '96 Maint. fee already paid. Unable to use, must sell ASAP! Call Donna Templeton at ext. 2430. 3

Vito Tenor Saxophone: In excellent condition. Like new. Case included. Asking \$650. Call Chaplain Ortega at ext. 2429 or 2279. 3

House For Sale/Rent: Yucca Valley. 1,634 Square Feet, open floor plan, wood stove in living room. Central air/heat plus swamp cooler. Large 3 bedrooms, 1-3/4 baths, large fenced corner lot, rose garden/fruit trees. Two car garage. Friendly Hills School District. Assumable Cal Vet Loan. Contact Joy Heasley in the TRICARE Office at 830-7561 DWH or 365-3545 AWH. 2/3

Wanted: Reasonably priced piano or full-sized electric keyboard for two future musicians! Contact Joy Heasley in the TRICARE office or call 365-3545 after working hours. 2/3

House For Rent: 29 Palms, 9 years old, Home Security System w/24 hour central monitoring paid for by owner. Gas heat, swamp cooler, A/C in master bedroom. Wood burning stove in living room. Two

car garage. Fenced in back yard. \$475/month. Contact Anne at 367-4742 or Judy Pattison (mention Examiner ad) at Plaza Realtors at 367-5839. 2/3

1990 Geo Prizm Lsi. Must sell! \$5,000/OBO. Call Anne at 367-4742. 2/3

For Sale: IKEA Entertainment Center, solid pine, fits 27" TV, VCR, stereo, and books. Great Condition! \$200. Call 368-0185. 2/3

For Rent: 2 BR/2 Bath, Fenced yard, washer/dryer, D/W, Stove, Refrig., Trash/Water paid. Excellent condition. \$425 month plus security deposit. Call 367-1459. 2/3

For Sale: One owner home, 7 years old in Joshua Tree. 2 bedroom, 1 bath 920 square feet. Fenced back yard, swamp cooling, 2 car garage with spare bedroom/office. Assumable VA loan. \$59,000 or \$5,000 down and assume loan. Contact HM1 Deluna at ext. 2526 or home at 366-8192. 2

For Sale: 386 SX-16 Desk Top Computer system. Price negotiable. Call 830-2250. 2/3

Write up what you want listed in your ad (please keep it as brief as possible to allow participation by others, space is limited). Ads cannot be business related. For more information on how to get your ad listed here, call the Public Affairs Office at x2362.

An honorary 'Desert Rat'...



At a recent departure ceremony in the hospital's Nursery LT Christina G. Doukas was presented with a Letter of Commendation and made an Honorary Desert Rat, by Captain Elizabeth Kozero and HMCM Clifton Howard.

Here's To Your Health...

Hospital's Health Promotion classes a hit with 'Sugarless Babies'

By Charlotte Meinecke, Nurse Educator
Naval Hospital Twentynine Palms

On Valentine's Day, 14 February, the Commissary was overrun by the "Sugarless Babies"

They were an orderly group, but no one could stop them as they purposefully roamed the aisles, examined labels, and thumped the cantaloupes.

Who are the "Sugarless Babies"? They are a group of fantastic people who meet at Naval Hospital every Tuesday evening to discuss issues that affect them all. What issues? You see, what they have in common is diabetes. Either themselves, their spouse, or their family member has been diagnosed with diabetes. When diabetes enters your life, something as simple as grocery shopping, meal preparation, and even that special romantic Valentine's Day celebration can be a problem.

...something as simple as grocery shopping, meal preparation, and even that special romantic Valentine's Day celebration can be a problem...

The group was guided by Elaine Grossman, Naval Hospital Dietitian, who helped guide them through the jungles of food labels, serving sizes, ingredients, fats, sugars, proteins, etc. Label reading is a skill not easily learned without a little help and Elaine made it a truly enjoyable trip. This is a vital skill when diabetes is a part of your daily life.

The "Sugarless Babies" gained new shopping skills and enjoyed the tour (some actually brought their shopping lists along and stopped at the cashier on the way out).

Everyone is invited to join the "Sugarless Babies" at the weekly classes/support group. They meet in the Internal Medicine Clinic (classroom #3) every Tuesday at 6:00 p.m. Classes cover a variety of topics about exercise, stress management, keeping diabetes controlled, how to talk to your doctor, travel, etc. Classes are free and no reservation is required. We will be looking forward to seeing you there! The "Sugarless Babies" coordinator is Charlotte Meinecke, Nurse Educator at Naval Hospital. For information on this/other topics, please contact her 830-2218.



In a field trip to the Commissary, members of the Sugarless Babies class learn how to shop healthy from Ms. Elaine Grossman, the hospital's Dietician.

Questions? Try the "Hospital Mailbox"

Naval Hospital is constantly looking for new and innovative ways to serve you, our valued beneficiaries. Our services come in a variety to meet the broad spectrum of needs our beneficiaries have. We serve the young and the old, active duty and retired, spouses and children, the well and the ill.

We are proud to announce a new service dedicated to serve you, our beneficiaries. We are calling it the "Hospital Mailbox".

From time to time, everyone has questions about health issues and medical care for themselves and their families, but for their own reasons, don't ask. The "Hospital Mailbox" will provide a resource for you to ask questions and receive answers from medical professionals. Questions sometimes asked are: "What are symptoms of a sexually transmitted disease?" "How do I take a temperature?" "What does this medication do?" "How do I make an appointment?" "How do I know if I'm pregnant?" "What can I do at home when..." "Should I call the doctor if...." etc.

All questions submitted to the "Hospital Mailbox" will be welcomed and eagerly answered. Your questions can be answered anonymously in a regular article in the Observation Post, or answered directly by telephone or mail.

In the near future, you will be seeing "Hospital Mailboxes" placed in a variety of places on base. They will appear as the old-style rural white mailbox with the red mail flag raised on the side. They will also have a model of the Naval Hospital ambulance mounted on top, so they should be easy to spot.

Naval Hospital looks forward to serving you and answering your questions. Should you have questions about this service, or wish to ask a question directly, please contact Charlotte Meinecke, Nurse Educator, 830-2218. Your calls and comments are welcomed 24 hours a day. (If your questions are of an urgent situation requiring immediate care, please call our Emergency Department at 830-2440.)

Letters...

Continued from page 5.

My sister and I are very fortunate to be stationed here together and we both have very small children. We both had some concerns with the treatment here, and we called Ensign Batschi to discuss these with him. He handled them with concern and professionalism and made me feel very at ease. Basically, he said what I wanted to hear and couldn't get from anyone else; "I'm sorry this happened to you." I got off of the phone very confident that my concerns would be addressed elsewhere. Then, yesterday, Ensign Batschi called both my sister and I to let us know where he was with our concerns. I was surprised to hear from him as I did not expect him to keep me updated which was a very nice surprise and completely unexpected. I realize that he must have one of the least rewarding jobs at the hospital, and certainly a high stress level dealing with unhappy personnel and dependents all day. However, in my case, he was able to take a negative perception and turn it into a positive experience.

As a dependent, sometimes we feel like we're speaking to a wall, so it is refreshing to have someone who will listen to you and follow through. From my sister, Erin Smith, and myself, please thank him for making a difference.

*Sincerely,
Stacey E. Colebaugh*

Dedicated staff members

Dear Captain Chitwood,

During the month of December 1995, I was the recipient of some shattering news as a result of medical tests conducted by off-base agencies. This involved reports of a recent MRI and EEG which disclosed that I had several major inoperable arteriosclerotic blockages throughout the brain. After initial consultation with my civilian cardiologist, Dr. Padilla and Dr. Nazemi, my neurologist, I went about seeking a second opinion of the test results. It is probably a gross understatement that I was gravely concerned about the bad news and my mental state was frayed to say the least. My call to your office while seeking advice on how to proceed immediately provided me with a sense of well-being generated by your sincere concern for both my mental and physical state. The personal time that you spent with me in discussing my options did much to assuage my concerns. It suffices to say that I felt much better after

having the benefit of your recommendations and your prompt efforts to have your staff review my test results.

Not only did you have your radiologist and other doctors confirm the initial findings, but you personally intervened and contacted Naval Hospital, San Diego, California and obtained a short notice referral for me the very next day. Although the end results and diagnosis remain unchanged, you and your staff's personal commitment to reduce my anxiety greatly aided me and my entire family during some tough times.

On the heels of the above events, I presented at your emergency room after experiencing chest pains and disorientation on January 9th of this year caused by seizures. Once again, prompt, efficient treatment combined with a caring attitude saved the day for me and my concerned family. I cannot say enough about the timely and caring services delivered by the emergency room crew, both civilian and military, and the receipt of expert care during the hours before my transfer to the cardiology unit at Eisenhower Medical Center. Not the least of the comforting experiences was your personal presence in the emergency room and your very obvious concern for me and my family during my stay.

Captain Chitwood, too often there are undeserved complaints that might crop up and I'm equally sure that these are most often uttered in times of strain and crisis. All too often, recognition of positive events never occurs. I simply want to assure you and your dedicated personnel that you have my unending gratitude for what was done these past couple of months for me and my family. If anyone ever complains about Naval Hospital Twentynine Palms, ask them to contact me and I'll set them straight!

Please convey my and my family's deepest appreciation for everything. I have not attempted to name individuals in fear of inadvertently leaving someone out. The doctors who provided the reviews of my case, those involved in obtaining the rapid referral, those kind and caring emergency room personnel, the ambulance driver and the accompanying doctor, and, last but not least, your personal concern and efforts in my behalf are greatly appreciated and will be a continuing source of comfort to me and my family. I salute all of you!

*Gratefully,
M.J. "Mac" Dube
Colonel, USMC (RET)*

We are family

Dear Captain Chitwood,

In the past three and one half years, not only have I become a "Retired Air Force" bride, but I have joined my husband Bob, as a staff member here at the hospital.

A few days after the New Year's holiday, I again was in our ER. My supervisor, Pat, came in several times to check on me. Later I went to Desert Hospital, where after several tests, I was told of my three choices: do nothing and continue the painful road I was on; open heart surgery; or insertion of a pacemaker (with no guarantee on any of the three!). Also, while in the hospital, there were phone calls from co-workers, surprise visits from co-workers, and messages of good cheer from others, delivered to me by my husband.

After returning to work a few days later, I decided on the pacemaker surgery. I then called Anne in our medical library for any information on the subject. She referred me to Charlotte, Patient Educator, who took the ball and ran from there.

Charlotte not only spoke to me on the phone answering my questions and easing my fears, but after researching the subject, made a three page print-out and personally brought it to me in my office.

To regress a bit, the purpose of this letter is to let anyone who does not already know, here at the Twentynine Palms Naval Hospital, "We are family!" From Diane in Central Appointments who noticed one morning that I didn't look like I felt well. Or Linda in Out-patient Records, who saw me in the lobby. She made me sit down while she pulled my chart, and also brought a wheelchair to my side. She said, "You are going to ER."

I wish to thank Chaplain Ortega, who asked for the exact time/day of the upcoming surgery so he could offer his prayers. Cheryl and Vickie in Material Management, Lin Harris, and though impossible to name the numerous others who voiced their daily concerns to my husband during the weeks of convalescing, we wish to thank all.

This letter is not intended to air all of my "aches and pains." It is to commend our entire staff for a job well done. Not only does our staff serve with "Pride and Professionalism," but also with "Care and Concern."

Again if you didn't already know it, you do now, "We are family."

*Sincerely,
Nancy J. Knight
Secretary, Facilities Management
Naval Hospital*

The Directorate For Administration

Continued from page 1.

found quietly working behind the scenes to provide critical support services for clinical, nursing, and ancillary personnel.

The Directorate for Administration consists of the Materials Management, Personnel Management, Management Information, Staff Education and Training, Food Management, Patient Administration, Operating Management, and Facilities Management Departments. The Directorate consists of eight officers, 50 enlisted personnel, and 88 civilians who manage several hundred different projects and programs at any one time. **The Directorate's primary goal is to satisfy the needs of the medical, nursing, and ancillary staffs.** Administrative Department Heads want to say yes to requests from the clinical, nursing, and ancillary personnel. If they find themselves in a position of saying no, they will refer the matter to the Director for Administration for a decision. If the Director finds himself in a position of saying no, he will refer the matter to the Executive Officer. For those of you unfamiliar with the Administrative Directorate, here's a synopsis of the players and what they are working on:

LT Jeff Guyot, MSC, USN, is our Head of Materials Management. A graduate of the Naval Post Graduate School at Monterey, LT Guyot is a professional logistician who is responsible for ensuring that the hospital is always stocked with over 3000 line items. He is currently establishing monthly training for the supply petty officers in each department. LT Guyot and his staff will be helping these petty officers setup their stock rooms and establish re-order points. LT Guyot manages much of the hospital's inventory through the new Prime Vendor contractors for pharmaceuticals and patient care supplies. He maintains only a few weeks supply of these items in his warehouse, and employs just-in-time ordering using a direct computer link. A new state of the art materials management system, known as the Defense Medical Material Logistics System (DMLSS), will soon be deployed to selected sites in the hospital, giving the end-user greater control and value in materials management. In time, this system will be combined with the use of a government credit card by the end-user, materials ordering will be easier than ever. LT Guyot is also instrumental in supplying the Dental Clinic and MCAGCC Battalion Aid Stations with

needed supplies. One of LT Guyot's most challenging assignments has been to collaborate with the Facilities Department, Occupational Health Department, and Safety Manager to decide who is responsible for tracking hazardous materials in the command. LT Guyot's efforts have not gone unnoticed by higher authority. He was recently hand-picked among all O-3s in Navy Medical Logistics to serve on a DoD Task Force to predict the future of Medical Logistics in the year 2020. This Task Force includes RADM William Rowley, MC, USN, considered a premier futurist in military medicine, and the Surgeon General of the Army, General LaNou.

Ensign Dawn McGowan, MSC, USN, is our new Personnel Officer. She can frequently be seen in Directors' offices negotiating the assignment of newly arriving personnel. She also doubles as our Mobilization Officer. Ensign McGowan's department is currently working hard to improve our Combat Readiness C-1 status. HMCS Preston is heading up this project. Mrs. Linda Jensen of her staff is actively involved on a day-to-day basis in negotiating civilian personnel matters with the American Federation of Government Employees local. Ensign McGowan brings twelve years of experience as a former corpsman and OR tech to her job. She has quickly established herself as a friendly, cheerful individual willing to take on any assignment.

LT Kris Bingham, MSC, USN, is the Head of the Management Information Department (MID). She is currently chairing a cross-functional Quality Management Board which is assessing the adequacy of the structure, processes, technology, and personnel which currently carry out the MID function. LT Bingham and her department are responsible for the deployment and maintenance of nearly 200 personal computers and 20 other mini-systems. Her staff most recently deployed the Blood Banking System in the lab. She and her staff, under the guidance of Mr. Ray Davis, Assistant Department Head, are currently working hard to fully deploy the Medical Open Architecture (MED-OA) System to 100 users in the command. This complex system provides worldwide Eudora E-mail to any address on the Internet; file and hardware resource sharing through Windows for Workgroups file manager, and comprehensive World Wide Web (WWW) research

capability on the Internet through Netscape Navigator 2.0. LT Bingham and her staff have overcome numerous complex hardware, software, and telecommunications problems in implementing MED-OA. The installation is complicated given that this hospital is also trying to configure its systems to work with the Marine Corps Banyan Vines Network, and with Lotus Notes Groupware supplied by the Marine Corps, and DoD Healthcare Region Nine.

CDR Jean Brakebill, NC, USN, is the new Head of Staff Education and Training. She has been working side-by-side with the Personnel Department to improve our C-1 and T-1 (training) status in the Medical Personnel Augmentation System (MPAS), drawing on her experience from Naval Medical Centers Portsmouth and San Diego, and the former Naval Hospital at Long Beach. MPAS is a component of a larger software program known as the Standard Personnel Management System (SPMS), which tracks the training status of personnel, among other factors. Her department works hard each day to keep this database current and streamlined. CDR Brakebill, and her Assistant Department Head, HMC Husted, have also instituted Advancement Classes for Hospital Corpsmen, some of which are held after normal working hours. In addition, she is working to implement the new EMT Course Curriculum and the new format for Advanced Life Support (ALS). CDR Brakebill is also responsible for the command's library, which is under the supervision of Ms. Anne O'Connor. CDR Brakebill and Ms. O'Connor will soon bring WWW research capability to the Library, along with enhanced CD-ROM capabilities.

LCDR Paul Grasso, MSC, USN, is a professional dietician and Head of Food Management who has greatly expanded his department's services over the past few years. His department offers three delicious meals per day during the normal work week and is also open on weekends. Lcdr Grasso has submitted several issue papers to higher authority which have urged reducing the surcharge imposed by federal legislation. To date, the command has not been successful in reducing the surcharge, but we will continue to pursue each and every opportunity to do so. He also provides nutritional care to inpatients and runs a busy outpatient nutrition clinic. Lcdr Grasso also

Continued on next page.

Directorate

Continued from previous page.

established the command's Physical Readiness Remedial Program. All personnel in his program passed the Physical Readiness Test (PRT) during the last cycle, and some even scored outstanding! LCDR Grasso's interest in dietetics, physical readiness, and health promotion were key factors in his recent selection for admission to Loma Linda University's Masters of Public Health Degree Program.

LT Anne Swap, MSC, USN, Head of Patient Administration, is the Directorate's major link to the patient care team. She promotes a collaborative working relationship with the medical and nursing staffs and has been instrumental in setting up cross-functional teams to improve the medical board and discharge processes. LT Swap has also been key to the success of DoD Healthcare Region Nine's active duty TRICARE enrollment. As Chairman of the Region Nine Enrollment Committee, she has been successful in ensuring the enrollment of 150,000 active duty members in Region Nine ahead of schedule. LT Swap's expertise in managed care has not gone unnoticed. BUMED recently selected her to be a member of a TRICARE Source Selection Evaluation Board (SSEB) which will choose a TRICARE Program contractor.

Mr. Lou Grantham, GS-11, is a jack of all trades. As Head, Operating Management Department, he manages Security, the BEQ, Central Files, Housekeeping, Communications, Classified Material, and just about any function that does not neatly fit under another Department's purview! Mr. Grantham has recently been spending a significant amount of time evaluating cost-effective security systems for the hospital. Mr. Grantham also conducts the command's Emergency Vehicle Operator Course.

Mr. Jackie Bowie ably assists Mr. Grantham by supervising the Housekeeping function, and Mr. Wayne Menard heads the Central Files operation. Mr. Menard is currently working on a project which will permit all MED-OA users to access command instructions directly.

Ensign Todd Davis, CEC, USN is our newly reported Head of Facilities Management. Ensign Davis has been tasked with submitting a number of construction projects to help us add space to the Facility. He is working closely with the Director for Ancillary Services, Head of Pathology, Occu-

pational Health Department, and Safety Manager to find or procure suitable space for a Pathology Lab. He is also seeking space for mammography storage, and a proposed Acute Care Clinic. Modular offices (trailers) may be procured. Ensign Davis is also working closely with the Healthcare Support Office to submit a major Military Construction (MILCON) project which will add 90,000 square feet to the building.

LT Velda Stewart, MSC, USN, is our Comptroller. She works directly for the Executive Officer, but also participates in Director for Administration weekly meetings. LT Stewart has had a challenging year so far in dealing with an uncertain funding situation and furlough caused by the political turmoil in Washington. Now that the hospital has received funding, LT Stewart will be working closely with the Board of Directors to appropriate that funding in a manner which will best permit us to execute our mission, vision, and guiding principles. This will be a tough task, as current day to day operating requests exceed available funding by almost \$800,000 dollars. This does not even count our need for patient care and automated data processing equipment!

Ensign Matt Batschi, MSC, USN, is Head of our Patient Contact Program. He works directly for Commander Jim Banks, NC, USN, the Head of Performance Improvement and Healthcare Planning, but frequently collaborates with Administrative Department heads. Ensign Batschi has completely revitalized the Patient Contact Program. He has trained individual patient contact representatives in each area on the nursing wards, clinics, and in ancillary areas. Ensign Batschi ensures that Each patient who writes the hospital receives a written reply from the Commanding Officer. Ensign Batschi has done a tremendous job coordinating actions among administrative, nursing, clinical, and ancillary personnel to ensure that our patients are taken care of, and that we don't repeat our occasional failures in customer service. He also serves as a member of the "Patient Delight" QMB.

Commander R. E. Connors, MSC, USN, FACHE, Director for Administration, coordinates all of these personnel. He is wired into CHCS and Eudora E-mail user's groups, and keeps abreast of the clinical, nursing, and ancillary staff's day-to-day concerns. He refers significant issues to his administrative department heads as necessary. Much of Commander Connors' time is spent reviewing incoming correspondence and various sources of e-mail and ensuring

that it is routed to the right parties for action. He is currently spending a significant amount of time promoting MED-OA in the command in an effort to promote enhanced communication among staff, and between staff and key personnel outside the command. The current environment is one in which more and more business with the command is being done through e-mail and WWW sites. For example, instructions from higher authority are no longer sent in paper format through the mail. One must access instructions through CD-ROMs or through WWW sites. Furthermore, taskings are routinely coming out through e-mail. With VADM Koenig's belief in moving information; not people, Commander Connors has also started to work directly with the Naval Medical Information Management Center and DOD Health Region Nine in promoting Naval Hospital, Twentynine Palms as an ideal future site for telemedicine initiatives. His communication with the Director of Region Nine was instrumental in the appointment of a Region Nine telemedicine POC. A significant portion of Commander Connors' time is also spent in dealing with labor relations problems throughout the command and in trying to establish a "partnership and interest based bargaining" with the new union. Commander Connors is also beginning a collaborative authorship relationship with the Executive Officer, Captain Steve Hart, MC, USN. He recently contributed to an article originally written by the Executive Officer which outlined a model by which to make decisions in an MTF, and is currently contributing to an article by the Executive Officer regarding the value of Health Promotion activities.

In an effort to enhance communication with the clinical, nursing, and ancillary staffs even further, Commander Connors' staff is pleased to sponsor an "Administrative Job Fair Day" in conjunction with National Healthcare Administrative Support Recognition Staff Week, on Wednesday, 24 April 1996. Please stop by Classrooms I and II between noon and 1400 for a free lunch. Various storyboards will be presented by Administrative Department Heads.

The Directorate for Administration and his staff always welcome your constructive feedback. Contact Commander Connors at extension 2250, in person, or through CHCS e-mail or Internet e-mail (tnp1rec@tnp20.med.navy.mil OR usn1956@aol.com).

Naval Hospital Twentynine Palms Hard Chargers



LT William Hennings receives a Navy Commendation Medal from Captain C.S. Chitwood, Commanding Officer Naval Hospital Twentynine Palms.



LT Gregory Sorenson of Oc Health, receives a Navy Commendation Medal.



LT Martha Henshaw, of Physical Therapy, receives a Navy Achievement Medal.



LCDR Theresa Christie, of OB/GYN, receives a Navy Achievement Medal.



ENS Rodney Hoover, of Military Sick Call, receives a Letter of Commendation from Naval Hospital Camp Pendleton.



HM3 Jeffrey Russell receives a Good Conduct Medal.



HM3 Ricardo Romero, of the Maternal Infant Ward receives congratulations on being selected the MCAGCC Sailor of the Quarter.



HM3 Mauricio Salazar, of Physical Therapy receives a CG Certificate of Commendation.